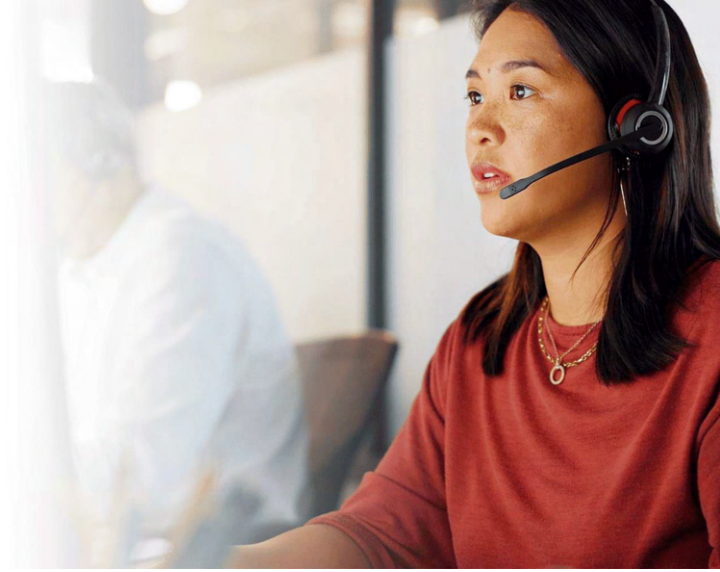


Help Desk Services



Refine the User Experience with **Around-the-Clock IT Support**

At AnswerNet, we understand the stress that comes with managing technical support inquiries. Our **help desk support** at the agent and/or L1-L2 technician level offers a streamlined process designed to provide swift and effective assistance your team and end-users can rely on.



Flexible Scripting

Craft personalized messages that match your company's style, making conversations feel natural and friendly.



Customized Escalation

Handle problems your way to ensure issues are managed according to your preferences.



Multilingual Support

Break language barriers so you can assist a diverse range of customers without any communication hiccups.



Advanced Ticketing System

Seamlessly keep track of issues with remote technical support to guarantee nothing falls through the cracks.



Call Patching and Routing

Quickly connect callers to the right experts while minimizing wait times and hassles.



Software Integration

Easily connect with your existing online help desk software for smooth and efficient communication.

Help Desk Service Levels

L1 Tech Support

Handles new tickets with automated responses, troubleshoots using knowledge bases for first-call resolution, escalates and follows SOPs as needed, all to ensure a smooth ticket lifecycle from start to finish.

L2 Tech Support

Accepts L1 escalations and handles advanced requests such as hardware, software, operating systems and network devices which specialize in connectivity issues. Further escalations can be directed to your in-house staff or field dispatch teams, as needed.

Let's get started today.

call or text:

800.411.5777

[answer.net.com](https://www.answer.net)

